Statement

Details of the complaints alongwith findings of Investigations Stated to be under Examination/Investigation

S. No.	Name of the MP	Nature of Complaint/Allegation	Findings of investigation	Action Taken
1	2	3	4	5
03	Shri Rajesh Kumar	Discrimination in fixing of rent of jewellery shop at Hotel Bodhgaya Ashok.	Not substantiated	Case Closed.
11	Shri Surya Narain Singh	Undue favour taken by GM, Lodhi Hotel for her daughter's marriage.	Procedural lapses were found	Cautionary letters have been issued to General Manager, Lodhi Hotel and the concerned official of Ashok Hotel, New Delhi.
14	Mrs. Kamla Sinha	Misuse of official position by Sr. VP (CP)	Allegations partially substantiated.	Charge-sheet has been issued.
17	Shri S. R. Majumdar & Others	Corrupt practice and mis-deed of GM Ashok Hotel, New Delhi	Procedural lapses and acts of omissions commissions and dereliction in duties were found.	Corrective action has been taken for procedural lapses. ITDC has also decided to take disciplinary action against the concerned officials for acts of omissions and Commissions, etc.

Losses of Indian Airlines

4885. SHRI SUSHILKUMAR SAMBHAJIRAO SHINDE :
SHRI RAJNI RANJAN SAHU :
SHRI RAJUBHAI A. PARMAR :

Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether it is a fact that losses of Indian Airlines have been increasing year after year; if so, the losses incurred during 1992, 1993 and the likely losses in 1994;

(b) the reasons for the increasing losses; and

(c) the steps taken and being taken to minimise the losses and to make the Indian Airlines a profitable venture ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) The losses incurred by Indian Airlines during 1991-92, 1992-93 and 1993-94 are Rs. 198.85 crore, Rs. 195.16 crore and Rs. 297.80 crore (provisional) respectively.

(b) the reasons for the increase in the losses; are mainly the following :—

(i) Depreciation in exchange value of the rupee.

(ii) Increase in ATF prices from time to time.

(iii) Pilots' agitation/strike from October, 1992 to January, 1993.

(iv) Emergence of Air Taxi Operators, resulting in the fall of traffic carried by Indian Airlines particularly on the profitable trunk routes.

(v) A fare structure that does not fully offset the increase in input costs.

(c) The following are the major steps taken to minimise the losses and to make Indian Airlines a profitable venture :—

(i) Product Improvements

—Improvement in service both on ground and on board.

—Improvement in passenger comfort by increasing seat pitch in Economy Class of A-300.

—Introduction of Business Class in A-320 aircraft.

(ii) Pricing and Distribution Strategies.

—Incentives/concessions introduced for customers and agents.

—Setting up of Sales Forces to generate more business.

(iii) Organisational improvements.

—Changes in the organisational structure and systems to enable a speedy and cohesive response to the environment.

—Closer consultation with the employee Unions/Associations to foster an atmosphere of mutual understanding.

(iv) Increased fleet utilisation as a result of introduction of productivity linked schemes of remuneration.

(v) Increased international operations to usefully deploy available capacity.

(vi) Tie up with Air India in several areas, like joint venture operations in the Gulf countries, hub and spoks operations.

Allegations against ATOs

4886. SHRI PRAMOD MAHAJAN : Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether there is any allegation against any Air Taxi Operators that they have stolen things from IA; and

(b) if so, what are the details thereof and the action taken thereon ?

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) Yes, Sir.

(b) 5 incidents of alleged theft involving insulation tapes, chokes engine oil and a wheel chair have been reported so far. The incidents are under investigation by the police.

Use of counterfeit spare parts in aircrafts

4887. SHRI AHMED MOMMED BHAI PATEL :
SHRI SURESH PACHOURI :
Will the Minister of CIVIL AVIATION AND TOURISM be pleased to state :

(a) whether Government are aware that Norwegian aviation expects have concluded that a large number of accidents that occur the world over are the result of the million dollars worth of counterfeit spare parts that the aircrafts are using;

(b) if so, whether it is a fact that there are more than 1 million dollars worth of unapproved parts in the inventories of the United States aviation industry and the scenario is the same in Europe;

(c) whether Government have examined the point regarding the counterfeit plane spares;

(d) whether Government have conducted any enquiry regarding use of such spares in the country;

(e) if so, the details thereof; and

(f) the action proposed to be taken in the matter

THE MINISTER OF CIVIL AVIATION AND TOURISM (SHRI GHULAM NABI AZAD) : (a) and (b) An article entitled "Bogus parts—Defecting the Hidden Threat"